

Texas Health Trace Updates

for Local and Regional Users

This biweekly communication is intended to provide local and regional users of Texas Health Trace with useful information about recent and upcoming system enhancements and features.

Tuesday, September 8, 2020

Major Highlights and Accomplishments

- **Sprint Planning Prioritization** – Planned the priorities for Sprints 8, 9, and 10.
- **Exposed Contacts Symptom Monitoring via SMS** - Enabled SMS (text-messaging) for daily symptoms monitoring of exposed contacts who opt-in during their initial contact. Exposed contacts will receive text-based messaging to assess for symptom development during their determined quarantine period. If symptoms are identified, the person will go into a queue for assessment and possible promotion to a probable or confirmed case.
- **School Line List** - Designed new line list import portal for RLHEs working with schools to allow for simple upload of essential data for contact tracing and potential outbreak tracking
- **Outbreak Management** – Created a mechanism for identifying and tracking outbreaks through an Outbreak Object.
- **Spanish Scripts** - Added Spanish translations into the existing Positive Lab and Travel guided workflows to test out current design and address large majority of cases coming in
- **Active/Recovered Calculation and Field** - Added new calculated fields for Active and Recovered to make staging Persons Under Investigation (PUI) easier. This field is calculated takes into consideration specimen collection date, symptom onset date, and hospitalization status.
- **Collin County Specific Queue** - Created new Non-DSHS Collin County queue within 1 day to respond to a high priority need for a dedicated workforce
- **Data Masking for Refusals** - Completed core data masking changes for individuals that 'refuse' to participate in contact tracing for both case investigations and exposed contacts
- **Promotion of Exposed Contact to Case** – Added the ability to directly promote an exposed contact to a case via the case details (outside of the script flow)

Latest Resources and Trainings

- Job Aid: Multi Factor Authentication for THT for regional and local health users
- Job Aid: 9/4/20 THT system changes for Regional/Local Health Data Enterers, Case Investigators, and Epi Leads
- Soft Skills: *How to Handle Difficult Customers*
- Soft Skills: *How to Demonstrate That You Are Listening*



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Lessons Learned

- **Escalation Queues** – Please do not modify the filters on the case and exposed contact escalation queues. If you need to make modifications, clone the view.
- **Enterprise Portal Roles** – Please make sure you are selecting the regional/local roles for Data Enterer, Case Investigator, and Epi Lead so that you have enhanced functionality in THT:
 - Regional/Local Data Enterer can edit lab records.
 - Regional/Local Case Investigator can edit lab records.
 - Regional/Local Epi Lead can edit lab records, delete cases, delete exposed contacts, export reports, create reports, and create dashboards.

Additionally, the THT Academy will have tailored training for these roles.

Open Issues

- **Deployment of Refusal Masking** – Developed, but delayed to 9/18 for development of communications and development of job aids for RLHEs and call center
- **Emailing of Informational Notifications** – Informational notifications are available in THT, but we are still working on the email encryption to ensure persons' information is protected
- **Data QA Management** – Working on developing data QA triggers and user “nudging” to encourage more data completion
- **THT/NEDSS Data Exchange** – Awaiting NEDSS readiness to receive THT case reporting data

Plans for Next Sprint Cycle (Sprint 9): 9/7-9/18

- **User Group Feedback** – A user group conversation will be scheduled to review the outbreak management and line list elements needed. Specific questions will include how jurisdictions want to handle persons who are loaded as a line-list from a school; what elements we can ask for regarding line-lists; what would be helpful for outbreak management.
- **Continue Line List Upload Development** – Continue the development of front-end line list upload functionality, document requirements, and training materials for proper loading. This functionality will assist with lab, case, exposed contact, and outbreak line list uploads.
- **Outbreak Management** – Alert regional and local epi leads when an outbreak has not had additional cases within a specified timeframe for outbreak closure
- **Masking for Inactivity (60 Days)** - Develop masking of objects which do not have updates or documented activities for 60 days.
- **Community Portal** – Begin development of community or provider level portal for loading of line lists, such as point of care tests or school outbreaks.
- **Field Label Standardization** – Continue to standardize field labels across the self-service portal and within the platform